

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

OFFICE ASSOCIATE

POSITION CODE: 30015

Effective: 06/01/2015

DISTINGUISHING FEATURES OF WORK:

Under direction, performs a variety of complex, specialized clerical information and assistance, keyboarding, record processing, secretarial and general office support functions; work involves related steps, processes and/or methods requiring application of agency policies and procedures and the exercise of initiative and judgment in distinguishing among variables and identifying applicable standards; determines work methods and procedures to complete assignments; provides information/assistance to explain or clarify rules, processes or procedures; may serve as a lead worker to a small or moderate staff engaged in difficult and responsible clerical work.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Keyboards complex charts, statistical reports, documents, forms, memoranda and letters including legal, medical and psychological terminology where an understanding of specialized terms is required to ensure clarity and accuracy; determines proper format and modes of address; proofreads for appropriate punctuation, grammar, spelling, capitalization and typographical errors; composes and keyboards correspondence and responds to inquiries requiring knowledge of agency operations, eligibility rules and regulations; ensures responses are clear and concise; operates common office equipment.
2. Provides clerical office support as a secretary to a unit supervisor and professional staff; keyboards a variety of correspondence, reports or other information from handwritten hard copy, prerecorded or voice dictation; composes and keyboards routine correspondence and responds to inquiries requiring general knowledge of program operations; signs letters or other documents as authorized or in the absence of the manager; may certify documents signed by others with public notary seal; prepares and maintains such records and reports as time and attendance; organizes and maintains filing systems; reads, sorts and delivers incoming mail; schedules appointments; makes travel and meeting arrangements; prepares expense claims.
3. Transcribes previously recorded dictation from a variety of sources; keyboards a full range of documents including complex technical terms and involving formatting in the production of records, reports, correspondence, charts and graphs; edits materials correcting typographical errors, spelling, grammar and punctuation.
4. As a receptionist in the agency's executive office, greets high level government officials, legislators, representatives of the press and others; responds to inquiries of a nontechnical nature in person or by phone, exercising discretion and judgment in referring sensitive issues, complex technical matters and policy concerns to appropriate managers.
5. Serves as a designated lead worker to a small or moderate staff engaged in difficult and responsible clerical work; exercises limited supervisory responsibility; provides guidance and direction to staff in fulfilling clerical office support functions; assigns and reviews work ensuring established methods and procedures are maintained; provides input to the supervisor concerning performance of assigned staff.

OFFICE ASSOCIATE (Continued)

6. Prepares and maintains complex, highly specialized records and reports; reviews and verifies claims, applications for licenses or permits, contracts and similar documents, employing judgment in applying governing policies, rules, regulations and procedures; makes involved mathematical calculations; compiles and assembles data; prepares complex special or summary reports; develops methods and forms to improve the processing and control of records; prepares and maintains spreadsheet or database files to maintain records and produce reports not requiring an extensive knowledge of the application program or procedural command language; provides information concerning available services or clarifies processes and procedures to clientele, vendors and others; determines needs and makes routine operational decisions to assure compliance.
7. Follows oral and written instructions gaining experience and knowledge, and applying evolving automated office equipment and technology to complex tasks.
8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and two years of office experience.

Knowledge, Skills and Abilities

Requires extensive knowledge of office practices, procedures and programs.
 Requires extensive knowledge of composition, grammar, spelling and punctuation.
 Requires working knowledge of basic mathematics.
 Requires elementary knowledge of agency programs, rules and regulations.
 Requires ability to follow oral or written instructions.
 Requires ability to operate commonly used manual and automated office equipment and perform routine maintenance.

May require licensure as a notary public.

May require skill in keyboarding accurately.

May require possession of an appropriate valid driver's license.

May require skill in taking dictation accurately.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.